

Demonstrate client care and crew control as a Raft Guide on Grade III or above whitewater

Level 4

Credits 15

Purpose People credited with this unit standard are able to: describe the rules and regulations governing commercial rafting operations in New Zealand and a safe operating plan (SOP); provide customer service to clients on rafting trips; and demonstrate the ability to raft the river with clients in a manner that promotes client safety while providing an experience that takes into account their expectations and needs.

This unit standard is part of the National Raft Guide Award Grade III and Grade IV/V.

Subfield Outdoor Recreation

Domain Rafting

Status Registered

Status date 21 March 2005

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Planned review date 31 March 2009

Entry information Prerequisite: Unit 21283, *Demonstrate technical raft guiding skills on Grade III or above whitewater*, or equivalent knowledge and skills.

Accreditation Evaluation of documentation and visit by NZQA and industry.

Standard setting body (SSB) Sport, Fitness and Recreation Industry Training Organisation – Outdoor Recreation

Accreditation and Moderation Action Plan (AMAP) reference 0102

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special notes

- 1 *Maritime NZ* is the governing body for NZ Rafting; *NZRA* is the New Zealand Rafting Association and is the industry voice organisation; *Sfrito* is the Sport, Fitness, and Recreation Industry Training Organisation.
- 2 All activities must comply with the policies and requirements of the enterprise involved and any relevant legislative and/or regulatory requirements which include but are not limited to: *New Zealand Environmental Care Code*, *New Zealand Water Care Code*, Health and Safety in Employment Act 1992, Injury Prevention, Rehabilitation, and Compensation Act 2001, Maritime NZ Rule Part 80B; and their subsequent amendments. The *New Zealand Environmental Care Code* and *New Zealand Water Care Code* are available from the Department of Conservation, Head Office, PO Box 10420, Wellington, <http://www.doc.govt.nz/>.
- 3 All guiding activities must be logged. Logged information must include but is not limited to – dates, river, section, duration, water level, grade, rafts, trip leader, client and guide numbers, accidents and incidents.
- 4 All trips must be led by a Senior Guide Grade III or Grade IV/V depending on the Grade of the river trip. The Grade of whitewater they are competent to guide on is indicated on their award.
- 5 For Grade IV/V – it should be interpreted that Grade IV and Grade V are similar in the degree of skill level required to guide competently on. Due to the fact that there are not many Grade V commercial runs, Grade IV gives a suitable level for assessment purposes.
- 6 There are minimum assessor requirements for assessment against this unit standard. The details of these requirements are available on the Sfrito website <http://www.sfrito.org.nz/>.
- 7 The holder of this unit standard may still require river time (trip familiarisation) on any river before commercially guiding. The amount of time or number of trips will depend on the requirements of the company's safe operating plan (SOP).

Elements and performance criteria

Element 1

Describe the rules and regulations governing commercial rafting operations in New Zealand and a SOP.

Performance criteria

- 1.1 The New Zealand Raft Guide qualification and training pathway and the operational parameters for each level of guide qualification are described.
- 1.2 The company's SOP is explained.

Range	client suitability, operational flows, incident reporting, trip reporting, current emergency procedures.
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Element 2

Provide customer service to clients on rafting trips.

Performance criteria

- 2.1 Clients are provided with the information required to facilitate successful rafting trips.
- Range logistics, valuables, environmental care, cultural/natural history, equipment information, medical disclosures, risk disclosure.
- 2.2 An effective safety briefing (including paddle briefing) is delivered in a suitable manner and location.
- 2.3 Interaction with clients is carried out in a personable and professional manner.
- 2.4 Any special requirements for clients and their equipment are identified and dealt with in a professional manner.
- 2.5 Clients are properly fitted with the equipment required for the river and weather conditions and its fit is checked regularly.
- 2.6 Clients' equipment is stored and maintained in an acceptable manner or as specified by the company operational plan.
- 2.7 Clients presenting safety and/or special needs are identified to the trip leader.

Element 3

Demonstrate the ability to raft the river with clients in a manner that promotes client safety while providing an experience that takes into account their expectations and needs.

Performance criteria

- 3.1 Crews are assessed and seated accordingly to their ability, expectations and needs.
- 3.2 Choice of lines matches crew's ability and expectations and needs.
- 3.3 Decisions to portage, line or walk clients around rapids are made with consideration of absolute risk, client condition and expectations and needs.
- 3.4 Instructions to clients ensure the safe and efficient handling of the raft on land.
- 3.5 Appropriate spacing on multi-boat trips is maintained.
- Range visual contact, truck and trailer, leap frog safety, rolling over.

- 3.6 Strategies and appropriate river etiquette with other guides and river users is described.
- Range anglers, kayakers, landowners, jet boats, swimmers.
- 3.7 A series of eddies are caught in strong current and technical whitewater using forward and backward ferry techniques.
- 3.8 Effective use of crew in wrap avoidance, dislodging stuck rafts, and effective manoeuvring in tight situations is demonstrated.
- 3.9 Lines through Grade III rapids or above are selected and run.

Please note

Providers must be accredited by the Qualifications Authority, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the Sport, Fitness and Recreation Industry Training Organisation info@srito.org.nz if you wish to suggest changes to the content of this unit standard.